

POSITION DESCRIPTION: Dealer Buyer

Approval Date	Feb 2019		
Business Unit	Cars	Location	Wellington
Reporting to	Branch Manager	Direct Report	Nil

Job Purpose

The Dealer Buyer will operate as a member of the Branch team.

- The primary purpose is the procurement and sales of vehicles. Through the establishment of relationship with key businesses within the industry.

Company Values

The Dealer Buyer will strive every day to make it easy for our customers and is expected to operate in line with our company values:

- Integrity – do the “right” thing
- Team – together we are up for it
- Customer driven – put yourself in their shoes
- Passion – an “anything is possible” attitude

Relationships

Internal	External
<ul style="list-style-type: none"> • Branch Staff • Support Office 	<ul style="list-style-type: none"> • Dealers and other Vendors • Car Trade Institutions • Finance, Fleet or Insurance Companies

Key Accountabilities

The role involves:

- Developing and maintaining through regular contact, sound and positive relationships with key clients (regional vehicle Dealerships and large Company vendors) and other vendor customers, and ensuring revenue objectives and agreed services are achieved.
- Being part of a strong team to ensure delivery of excellent customer service.

Accountabilities	Performance Measures
<p>Purchasing</p> <ul style="list-style-type: none"> • To actively assist in acquiring suitable vehicles for Branch. This is underpinned by the highest order of customer service, productive relationships and integrity. Accordingly, the Consultant is expected to maintain and develop a service orientated culture, ensuring that customers receive the best possible service at all times. • Also to co-operate with other staff/ departments and promote strong team spirit. 	<ul style="list-style-type: none"> • Positive feedback received. • Effectively handle Key Vendor enquiries and complaints, informing the Manager. • Achieve contributions and meet standards as determined by the Manager or representative.

Accountabilities	Performance Measures
<ul style="list-style-type: none"> • To actively seek out suitable vehicles from Vehicle Dealerships, offering Turners services including Cash Now and Buy Now. • Grow numbers of Company vendor accounts, while ensuring maintenance of high standards of personal service levels. • To develop and implement initiatives which attract Dealers and large companies to Turners, maximising the number of vehicles entered to auction and ensuring all the requirements of vendors are met. To develop initiatives to develop and grow Cash Now and Buy Now. 	<ul style="list-style-type: none"> • Meet targets and standards as determined by the Manager or representative. • Number of entries/vehicles purchased. • Fully and accurately enter booking-in information on Turners systems. • Provide accurate appraisal and valuation for all vehicles offered for auction. • Number of new vendor accounts. • Number of vehicles sold. • Effectively negotiate the sale of vehicles (and commercial goods) that have failed to reach reserve price at auction. • Effective, timely and systematic collection of vendor charges on vehicles entered in auctions. • Systematic checking on the status of vehicles on the yard. • Customer feedback. • Data accuracy and quality of administrative actions (e.g. ensure vendors deliver and/or remove vehicles within appropriate time limits). • Other staff feedback. • Meet targets and standards as determined by the Manager or representative. • Number of entries. • Fully and accurately enter booking-in information on Turners systems. • Provide accurate appraisal and valuation for all vehicles (and commercial goods) offered for auction. • Number of new vendor accounts. • Number of re-books. • Number of vehicles sold. • Effectively negotiate the sale of vehicles (and commercial goods) that have failed to reach reserve price at auction. • Effective, timely and systematic collection of vendor charges on vehicles entered in auctions. • Timely advising all vendors of sales outcomes within the required time-frame • Timely approving the release of unsold vehicles and advising floor staff. • Timely and efficient organising of transporting of sold and unsold vehicles as required. • Customer feedback. • Data accuracy and quality of administrative actions (e.g. ensure vendors deliver and/or remove vehicles within appropriate time limits). • Other staff feedback.

Accountabilities	Performance Measures
Selling	
<ul style="list-style-type: none"> To earn revenue from the sale of auction related services and Cash Now/Buy Now, and to ensure where appropriate that there is always a strong referral and cross sell into the finance and insurance products. 	<ul style="list-style-type: none"> Meet targets and standards as determined by the Manager or representative.
Personal development	
<ul style="list-style-type: none"> Attends relevant and value adding professional courses and programs in consultation with the manager 	<ul style="list-style-type: none"> Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager
Health and Safety	
<ul style="list-style-type: none"> Ensures own safety and the safety of others around Turners businesses Follows all Turners and 'best practice' safe work procedures, practices and instructions Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness Ensures their work area is free of potential hazards 	<ul style="list-style-type: none"> Meet standards as determined by the Manager, and/or the Turners H&S Officer
General	
<ul style="list-style-type: none"> Any other duties as and when required to ensure continuity of business Undertake all special assignment work, projects, and all other tasks as requested 	<ul style="list-style-type: none"> Carry out such duties in a timely, accurate manner and in accordance with the organisation's policies and procedures Achieve required contribution and standards as determined by the Manager

Qualifications and Experience

Essential

- NCEA Level 1 English and Maths or equivalent
- 2 years' experience within Vehicle Sales and Purchasing roles
- Computer literacy
- Intermediate Microsoft Office in Outlook, PowerPoint, Word and Excel

Specific Requirements

- Legal right to work in NZ as defined by Immigration NZ
- Driver's License with appropriate endorsements

Competencies

- Communication Skills (Verbal)** – Orally communicates ideas, instructions, and information so that they are clearly understood by others in formal or informal situations
- Communications Skills (Written)** – Writes clear, concise, and grammatically correct presentations, that others can easily understand
- Initiative** – A bias for taking action, making decisions and proactively doing things for both current and future opportunities.
- Interacting with People** – Relates well with people from a wide variety of backgrounds.

- **Managing Up** – Demonstrates the ability to effectively manage upward through recognising when it involves one’s manager, what type and amount of information to share, and how best to implement goals and objectives
- **Networking** – Builds strong working relationships with others outside one’s team to enlist the support of both people and resources to complete tasks
- **Personal Work Standards** – Establishes high personal work standards and works to achieve them because of high internal motivation
- **Customer Service** – Understands the requirements of customer service and has the ability to maintain a high level of customer contact to meet servicing requirements of the role. Ability to handle enquires from customers
- **Adaptability** – Responds positively to change. Maintains effectiveness when confronted with new work situations or the uncertainty and ambiguity that comes with change. Is open to new ideas, assignments and approaches.
- **Attention to detail** – pays close attention to the details of a project or course of action
- **Commitment to Excel** – Challenges self and others to exceed standards and achieve extraordinary results. Is not easily deterred when obstacles or delays are encountered.
- **Customer and Personal Service** – Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Customer Orientation** – Is focused on identifying and understanding customer needs. Expresses and acts on desire to assist others in a courteous and friendly manner.
- **Customer Trends** – Understand the factors/forces that shape customer trends; awareness of historical, current and projected industry trends ;maintains a focus on quality and market-driven principles
- **General Business Finance**– Understands basic business principles in conducting one’s duties (e.g. profit and loss, cost benefit, ROI, depreciation and profitability) and applies the knowledge to achieve objectives.
- **General Business** – understands basic business principles in conducting one’s duties (e.g. the importance of providing excellent customer service for commercial survival and profit) and applies the knowledge to achieve objectives.
- **Information Gathering** – Asks the appropriate questions and gathers necessary information which guarantees that all relevant facts will be considered before a decision is made or an action is initiated.
- **Negotiation** – Explores interests and alternatives to reach results that gain the support and acceptance of all parties. Wins concessions without damaging relationships.
- **Organising and Planning** – Organises and plans work in advance, deciding on the most efficient or convenient manner in which to do assigned tasks or projects
- **Performance to Budget** – Makes sure work is done correctly, on time, and within budget, even if pressure has to be exerted on others to do so.
- **Problem Solving** – Understands the factors/forces that shape customer (internal and external) needs (including private and institutional customers), easily comprehends the customer’s position and finds innovative and cost effective solutions to problems.
- **Sales** – The ability to lead an effective sales team in the development of new business while maintaining relationships with existing businesses.

Terms of Employment

The terms of appointment will be subject to a permanent individual employment agreement, and annual performance objectives and standards which will be discussed with, and set by the Manager or their representative.

The position description is valid upon sign off by the Manager their representative, and acceptance of the position by the employee. This position description remains a dynamic document and may be reviewed from time to time by the Manager their representative, as the requirements of, and other aspects impacting on, the role change.

Agreed

Employee

Manager

Signed:

Signed:

Name:

Name:

Date:

Date: